

**Request for Proposals
2P16-009**

The City of Bristol, Connecticut is accepting submissions for the following:

Implementation of Voice Over Internet Protocol (“VoIP”) Phone Systems

All submissions shall be made in accordance with the materials supplied by

The City of Bristol
Purchasing Office
111 North Main Street
Bristol, CT 06010



Submissions will be received until **2:00 pm, August 20, 2015.**

Roger D. Rousseau
Purchasing Agent
Tel (860) 584-6195
Fax (860) 584-6171
Email: rogerrousseau@bristolct.gov
<http://www.bristolct.gov/bids>

**City of Bristol, Connecticut
Request for Proposals 2P16-009
Implementation of VoIP Systems Phase 2**

The City of Bristol is seeking to replace its current legacy telephone systems at various City and school buildings via integration into an existing Cisco BE6000 VoIP environment. The scope of services and proposal submission documents are available from

the City of Bristol
Purchasing Department
111 North Main Street, Second Floor
Bristol, CT 06010

between the hours of 8:30 am and 5:00 pm Monday through Thursday, or by downloading from the website noted below.

Proposal submissions will be accepted by the Purchasing Department until **August 20, 2015 at 2:00 pm**; submissions received after this date and time will not be considered. The City reserves the right to waive any informalities in any submission, to reject any and/or all submissions, and to accept the proposal(s) that in its judgment is in its best interest. Each submission shall contain one original and three (3) printed copies as well as one digital copy via compact disk or USB drive (pdf or similar standard readable format), and shall be in a sealed envelope or package clearly identified as "RFP 2P16-009 VoIP Phone Systems" delivered to the address noted above.

The selected firm will take affirmative action to ensure that all applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, gender, or national origin.

Roger D. Rousseau, Purchasing Agent
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RFP 2P16-009

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REQUEST FOR PROPOSALS CITY OF BRISTOL, CONNECTICUT

2P16-009

Implementation of Voice Over Internet Protocol ("VoIP") Phone Systems

I. PROJECT SPECIFICATIONS

1. Introduction

The City of Bristol is seeking to replace its legacy Intertel/Mitel telephone system at various municipal and education buildings with a Cisco VoIP solution. Please note that this project continues deployment of VoIP already installed at certain buildings; all installations herein described are to be integrated into a previously existing VoIP infrastructure.

Any firm providing professional services toward such system replacement shall be Gold Certified by the manufacturer for implementation and subsequent support of such system, or alternatively shall maintain Advanced Collaboration Architecture Specialization.

2. Systems Descriptions

Please note that Category 5 cabling is installed and in place in buildings within this scope, and is available to support deployment. City Staff will do physical desktop placement of phones. Handset standard to be deployed shall be model 7841, for consistency with existing installations, with the exception that both high schools will additionally require a model 7861 for the main office.

It is expected that Emergency Responder licenses will be provided and integrated with installations at all Board of Education locations, as well the Beals Senior Community Center (240 Stafford Ave) and Youth and Community Services Building (51 High Street).

Any and all licenses necessary for basic operation within the existing BE6000 environment shall be provided as part of the proposal.

Bidders are advised that the facility at 240 Stafford Avenue currently houses three entities; the Senior Center, the Bristol Burlington Health District, and the West Woods Academy. Requirements for the Senior Center and Health District are shown under City installations as 18 handsets combined requirements, and West Woods Academy is shown under School installations as 17 handsets. It is expected that the Probate Court Region 19 will eventually be relocated to the building as an additional tenant; the Court has 7841 hand sets (quantity of 12) which will be relocated to the facility at a later time, as a separate project (directly managed by City staff). Switch equipment as shown in Exhibit A is expected to be sufficient for later inclusion of Court requirements.

CITY DEPARTMENTS DEPLOYMENT OVERVIEW

External voice/data connection is provided to City Hall via two (2) PRI circuits. Other City buildings are connected to City Hall via fiber connections owned and operated by the City. Server equipment resides at City Hall and operates within the 10.X operating system. These installations of VoIP systems at City-owned buildings will operate under server equipment installed at City Hall, with routers, switches and handsets the only equipment required at other City buildings.

The installation at city buildings shall accommodate 207 users providing a handset, a voicemail account, and an associated Jabber account for a personal device (e.g. Android phone or iPhone). It is assumed that 125 users will require licensing for Android and 82 users will require licensing for iPhone.

Additionally, voicemail accounts are to be established for 18 department lines and for all individual users. Individual and department accounts shall be integrated into a call tree, matching the existing call tree. Costs associated with programming services necessary for creation of call tree shall be included as part of the project budget. The existing call tree consists of two departmental protocols:

- unanswered calls made to individual and/or departmental lines, transferred to a voicemail account directly attributable to the individual and/or departmental line.
- unanswered calls made to individual lines, transferred to a departmental line; if departmental line unanswered, voicemail account directly attributable to the individual line.

All switch and router equipment shall be covered by 8x5 SmartNet support; all SmartNet support shall be for not less than a thirty-six (36) month term. SmartNet is not required for handsets.

Installations at Fire Engine 4 will be completed following completion of renovations, expected to occur in Summer 2016.

SCHOOLS DEPLOYMENT OVERVIEW

External voice/data connection is provided to the Board of Education (“BOE”) Administration Building via fiber connection owned and operated by the City between West Bristol K8 School and BOE, with PRI circuit to West Bristol K8 School. Existing server equipment operating within the 10.x operating system resides at West Bristol K8 School and Greene-Hills K8 School, with load balancing between the two locations. Installations of VoIP systems at BOE-operated buildings will operate under server equipment installed at West Bristol K8 School and Greene-Hills K8 School, with routers, switches and handsets the only equipment required at other BOE buildings.

The installation at the education buildings shall accommodate 655 users, providing a handset, a voicemail account, and an associated Jabber account for a personal device (e.g. Android phone or iPhone). It is assumed that 400 users will require licensing for Android and 225 users will require licensing for iPhone.

Additionally, voicemail accounts are to be established for 11 department lines (three per school) and for all individual users. Individual and department accounts shall be integrated into a call tree, matching the existing call tree. Costs associated with programming services necessary for creation of call tree shall be included as part of the project budget. The existing call tree consists of two departmental protocols:

unanswered calls made to individual and/or departmental lines, transferred to a voicemail account directly attributable to the individual and/or departmental line.

unanswered calls made to individual lines, transferred to a departmental line; if departmental line unanswered, voicemail account directly attributable to the individual line.

All switch and router equipment shall be covered by 8x5 SmartNet support; all SmartNet support shall be for not less than a thirty-six (36) month term. SmartNet is not required for handsets.

3. Scope of Services

Provide and install phones, routers, and switches into buildings as noted in Exhibit A.
Perform all professional services necessary to integrate into existing infrastructure.
Develop call trees within Call Manager environment to replicate existing call trees.
Implement usage of Jabber onto two (2) Android devices and two (2) iPhone devices.

4. Project Schedule

The following is the proposed schedule, solely relevant to the selection process:

Date RFP issued:	July 24, 2015
Proposals received:	August 20, 2015
Contract approved by City Council:	September 8, 2015

II. SUBMISSION REQUIREMENTS

1. Submission Due Date

Proposals will be accepted at the City of Bristol Purchasing Office, 111 North Main Street, Bristol, Connecticut, 06010 until **2:00 pm, August 20, 2015**. Submittals received after that time will not be considered. Submittals may be withdrawn 90 days after opening if no award has been made.

2. Directions for Written Submission

Interested firms are required to submit **one printed original and three (3) copies** as well as a digital copy (pdf or similar format) of the proposal to Roger Rousseau, Purchasing Agent, no later than the date and time noted above. Submittals shall consist of the following:

- a. A transmittal letter signed by the appropriate officer of the firm offering the set of proposals certifying that the submittal and all information contained therein is accurate, and that the firm does not take exception to contract considerations listed in Section III of this document.
- b. A concise and complete description of the work to be performed, including:
 1. Proposed equipment, software, materials and services to be provided.
 2. A detailed work program and time schedule for the projects, including milestones for periodic review of the work with City staff.
- c. A summary of your firm, including but not limited to:
 1. Name and address (including the office location that will be serving the City), a brief general description (primary line of business) of your firm, and number of years your company has been in business.
 2. Staff dedicated to provide requested services under your proposal.
 3. A description of similar projects which your firm has been involved in (including references), Projects referenced shall be relevant to service in the last forty-eight (48) months, and shall include specific details on how the project represents a project of similar scope.
- d. A cost for equipment, software, materials, and services offered within the proposal.

Submittals shall be delivered to the City of Bristol Purchasing Department, 111 North Main Street, Bristol CT 06010, clearly marked as "2P16-009 VoIP Phone Systems".

3. Addenda to this RFP

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document; such revisions or addenda will additionally be posted on the following website:
<http://www.bristolct.gov/bids>

This document includes an acknowledgement page; this page shall be faxed back to the Purchasing Department upon receipt, to ensure proper notification of changes to the published documents. The City of Bristol does not assume responsibility for any vendor that does not receive revisions or addenda, where the vendor has not acknowledged receipt of any portion thereof.

Questions regarding this document should be referred to Roger D. Rousseau at (860) 584-6195 or at <rogerrousseau@bristolct.gov>.

A summary of all questions and answers will be made available to each firm if they might influence the award of the contract.

4. Proposals Criteria

Selection of firm(s) will be the responsibility of a committee consisting of designated representatives from the City of Bristol. The evaluation process shall be based upon cost schedules, written submittals, and selected presentations and interviews (if applicable).

The City may invite a short list of responding firms for an interview based upon its review of the written submissions, and consider findings during such interview process as part of its review.

III. CONTRACT CONSIDERATIONS

1. General Considerations

The sections listed below are informational only; firms submitting Proposals are hereby advised that any firm awarded a contract shall be subject to these conditions. Proposals packages are not required to contain any documents described within this section (e.g. certificates of insurance are required solely at the time of contract execution with a contracted firm).

2. Equal Opportunity – Affirmative Action

The successful firm shall comply in all aspects with the Equal Employment Opportunity Act. A firm with 15 or more employees shall be required to have an Affirmative Action Plan which declares that the contractor does not discriminate on the basis of race, color, religion, sex, national origin or age, and which specifies goals and target dates to assure the implementation of equal employment. A firm with fewer than 15 employees shall be required to have a written equal opportunity policy statement declaring that it does not discriminate on the basis of race, color, religion, gender, national origin or age.

Findings of noncompliance with applicable State and Federal equal opportunity laws and regulations could be sufficient reason for revocation or cancellation of this contract.

3. Indemnification

Except as stated in C.G.S. 52-572k(a), the awarded firm shall agree to indemnify, defend, and save harmless, the City of Bristol, as well as its officers, agents and employees from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded firm resulting from the performance of this contract, except to the extent caused by the negligent acts of the City or its officers, agents, or employees.

The City, as a sovereign government, cannot indemnify businesses or individuals.

4. Insurance

Prior to the execution of any contract, the City of Bristol requires that any awarded contractor providing materials, equipment or services to the City, must provide to the City a certificate of insurance (Acord or other approved format) naming the City of Bristol as additional insured, for the following:

- General liability (including completed operations coverage) in the amounts of \$1,000,000 (combined single limit) Bodily Injury/Property Damage coverage per occurrence, and \$2,000,000 general aggregate coverage.
- Automobile Liability in the amount of \$1,000,000 (combined single limit), Property Damage and Bodily Injury coverage.

In addition to the above, the awarded contractor shall provide a certificate of insurance in the minimum amounts as specified herein. Said insurance shall be provided at the sole expense of the Contractor with an insurance company which is licensed to do business in the State of Connecticut.

- Professional Liability, in an amount not less than \$500,000.00 per occurrence and \$1,000,000.00 aggregate.
- Worker's Compensation as defined in the Connecticut General Statutes.

Any subcontractor to a contracted firm shall be likewise covered, and shall furnish certificates of coverage acceptable to the City before starting work.

The awarded firm shall maintain professional liability insurance until the expiration of the statute of limitations. In the event there is no statute of limitations specifically applicable to this project, the awarded firm shall maintain coverage for a reasonable period after the date of substantial completion of the project as agreed to by the City and the awarded firm. The awarded firm shall provide renewed certificates of insurance to the City thirty (30) days prior to the expiration of a certificate.

5. Invoicing and Payment

Invoices shall be paid promptly by the City unless any items thereon are questioned, in which case payment will be withheld pending verification of amount claimed and the validity of the claim. Standard payment terms are Net 30 Days from receipt of properly executed invoice(s). The City cannot make payments for "execution of contract" (payments due upon contract signing).

6. Termination

Subject to the provisions below, the contract may be terminated by either party, upon thirty (30) days advance notice to the other party, but if any work or services hereunder are in progress, but not completed, as of the date of termination, then this contract may be extended upon written approval by the City until said work or services are completed and accepted.

A. Termination For Convenience

In the event that the contract is terminated or canceled upon request and for the convenience of the City, without the required thirty (30) Days' advance written notice, then the City shall negotiate reasonable termination costs, if applicable.

B. Termination For Cause

Termination by the City for cause, default or negligence on the part of the Bidder shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days' advance notice requirement is waived in the event of termination by cause.

7. Non-Appropriation of Funds

Please note that any contract executed by the City of Bristol is subject to the appropriation of funds on an annual basis.

8. Award Considerations

The City may reject any or all proposals or submittals for such reason as it may deem proper. In acceptance of proposals or submittals, the City will be guided by consideration of the interests of the City. The City also reserves the right to negotiate further with one or more of the firms as to any features of their proposals or submittals and to accept modifications of the work and price when such action will be in the best interests of the City.

The individual signing this submittal hereby declares that no person or persons other than members of his/her own organization are interested in this project or in the contract proposed to be taken; that it is made without any connection with any other person or persons making a proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Bristol is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission therefrom in any manner which is unethical or contrary to the best interests of the City of Bristol.

9. Freedom of Information

All submittals are subject to public inspection, subject to the provisions of Section 1-210 of the Connecticut General Statutes (Freedom of Information). Copies of information resulting from this RFP are generally not available until a contract has been formally awarded.

10. Use of Documents

As part of any resultant agreement, the selected firm shall grant to the City a nonexclusive license to reproduce the Instruments of Service (e.g. reports and renderings), provided that the City shall comply with all obligations, including prompt payment of all sums when due, under the agreement. The selected firm shall further grant a nonexclusive license permitting the City to authorize other similarly credentialed firms to make changes, corrections or additions to the Instruments of Service for the purposes of implementing improvements to the systems. The selected firm shall obtain similar nonexclusive licenses from its consultants consistent with the agreement.

**REQUEST FOR PROPOSALS
CITY OF BRISTOL, CONNECTICUT 06010**



**VoIP Phone Systems
2P16-009**

Due Date: 2:00 pm, August 20, 2015

City of Bristol
Purchasing Office
111 North Main Street
Bristol, Connecticut 06010

In accordance with the City's requirements, the undersigned agrees to provide services as defined herein.

VoIP System for City buildings: \$ _____

VoIP System for education buildings: \$ _____

Unit price plus(minus) per Cisco 7841 handset: \$ _____

Unit price plus(minus) per Cisco 7841 handset: \$ _____

Unit price plus(minus) per Jabber Client license \$ _____

The undersigned is familiar with the conditions surrounding this Request for Proposals, is aware that the City reserves the right to reject any and all proposals, and is making submission without collusion with any other person, individual or corporate.

Witness	Signature
---------	-----------

Company Name	Printed Name
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Address	Title
---------	-------

Town State Zip	Date
--	------

Federal ID #	Telephone Number
--------------	------------------

Email address	Fax Number
---------------	------------

RETURN THIS FORM IMMEDIATELY!

City of Bristol, Connecticut
Acknowledgment: Receipt of RFP Documents



2P16-009
VoIP Phones

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit Proposals.

Date issued: July 24, 2015

Date documents received ____/____/____

Do you plan to submit a response? Yes ____ No ____

Print or type the following information:

Company name: _____

Address: _____

City or Town: _____

Phone: _____

Fax: _____

Email: _____

Received by: _____

Note: Faxed acknowledgments are requested!

FAX (860)584-6171

A cover sheet is NOT necessary.

IMPORTANT: DO NOT FAX PROPOSALS.

PROPOSALS MUST BE SUBMITTED IN SEALED PACKAGES



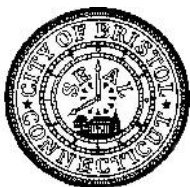
**CITY OF BRISTOL
PURCHASING DEPARTMENT
111 NORTH MAIN STREET
BRISTOL, CT 06010**

Proposal Check List

This form need not be returned with your submittal. It is suggested that you review and check off each action as you complete it.

- ___ 1. The proposal has been signed by a duly authorized representative of the company.
- ___ 2. Any fee schedule (if relevant) you have offered has been reviewed and verified.
- ___ 3. Standard payment terms are net 30 days. Net terms for periods less than 30 days may result in proposal rejection. (You may offer cash discounts for prompt payment).
- ___ 4. Any technical or descriptive literature, drawings or proposal samples that are required have been included with the submittal.
- ___ 5. Any addenda to this document have been acknowledged and included.
- ___ 6. The envelope has been addressed to:

City of Bristol Purchasing Department
RFP 2P16-009 VoIP Systems
111 North Main Street
Bristol, CT 06010
- ___ 7. The envelope has been clearly marked with the proposal number and opening date.
- ___ 8. If additional copies are required as part of your response, make sure the original is clearly marked.
- ___ 9. The proposal is mailed or hand-delivered in time to be received no later than the designated opening date and time. Late responses are **NOT** accepted under any circumstances. Faxed responses are not accepted. Please allow enough time if mailing your submittal.



**CITY OF BRISTOL, CONNECTICUT
NON-COLLUSION CERTIFICATION**

The undersigned certifies under penalty of false statement that this proposal or contract has been made, submitted and executed in good faith and without collusion or fraud with any other person, and without any agreement designed to limit independent bidding or competition. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

I further certify that I have not provided or directed to be provided gifts, meals, or gratuities, as defined in Sec. 2-129(b) of the Bristol Code of Ordinances to any official or employee of the City of Bristol responsible for awarding or administering this bid or contract.

Please complete and sign

Legal Name of Bidder: _____

Business Address: _____

Name of Authorized Agent _____ Title: _____

Phone: _____ Fax: _____

Signature: _____ Date: _____

<u>Location</u>		<u>Display Phones</u>		SRST	Switches
		Model 7841 as basis for design	Model 7861	Model 1951 as basis for design	Model 2960 Full POE 48-port as basis for design
South Side Elementary	21 Tuttle Road	57		Yes - analog lines	2 (one in each closet)
Stafford Elementary	212 Louisiana Avenue	39		Yes - analog lines	2 (one in each closet)
Mountain View Elementary	71 Vera Road	43		Yes - analog lines	2 (one in each closet)
Hubbell Elementary	90 West Washington St	49		Yes - analog lines	2 (one in each closet)
Ivy Drive Elementary	160 Ivy Drive	50		Yes - analog lines	2 (one in each closet)
Edgewood Elementary	345 Mix Street	40		Yes - analog lines	2 (one in each closet)
Bristol Central High School	480 Wolcott Street	133	1	Yes - PRI	
Bristol Eastern High School	632 King Street	143	1	Yes - PRI	
Northeast Middle School	530 Stevens Street	66		Yes - analog lines	3 (one in each closet)
Adult Education	210 Redstone Hill Road	18		Yes - analog lines	1
West Woods Academy	240 Stafford Avenue	17		Yes - analog lines	2 (one closet)
BOE Totals		655			
<u>Location</u>		<u>Display Phones</u>			
Youth and Community Services	51 High Street	28		Yes - analog lines	1
Beals Senior Center/ Health District	240 Stafford Avenue	18		Yes - analog lines	1
Water Pollution Control Facility	75 Battisto Road	8		Yes - analog lines	1
Public Works Facility	95 Vincent P Kelly Road	9		Yes - analog lines	1
Main Library	5 High Street	29		Yes - analog lines	0
Manross Library	260 Central St (Forestville)	4		Yes - analog lines	1
Fire Dept - Headquarters	181 North Main Street	15		Yes - analog lines	1
Fire Dept - Engine 4	17 Vincent P Kelly Road	6		Yes - analog lines	1
Police Department	131 North Main Street	75		Yes - PRI	2 (one in each closet)
Water Department	119 Riverside Avenue	15		Yes - analog lines	1
City Totals		207			